QUALITY IMPROVEMENT ASSESSMENT
OF
CONTINUING EDUCATION PROVIDER PROGRAMS

Quality improvement is a formal approach for analyzing performance and assessing the efforts required for improvement. It involves both prospective and retrospective review.

The goal of continuing education programs is to change behavior. As with individual courses, each CE provider program needs to evaluate its overall effectiveness to assure that this goal has been met. This includes measures to improve the relevance and quality of the education provided. The provider must state how planners and faculty, as well as learners, participated in the evaluation and how results will be used.

There are several Quality Improvement (QI) models available. The models below are easily understood and applicable for evaluating an individual course or the Continuing Education Provider Program.

FADE Model:

Focus: Define and verify the area that needs to be improved

Analyze: Identify root causes and assess possible solutions

Develop: Develop action plan for improvement

Execute: Implement plan

Evaluate: Look at the results, use measuring tools developed to monitor effectiveness and decide what action should be taken next if needed

PDCA Model:

P - Plan, Analysis, Conclusions, Recommendations
- Description of <u>current</u> process or outcome
- Analysis of findings
- Conclusions based on findings
- Recommendations to improve performance

D – Do/Act
- What action was taken to improve the performance
- When was the action taken to improve performance

C – Check
- How effective were the action to improve performance
- Briefly describe the performance improvement
- Did the action have an impact on patient care
- Did the action have an impact on customer satisfaction
- Did the action have a financial impact
- Will there be a long-term benefit

A – Act
- When will the action be monitored to determine the effectiveness
- How long will the action be monitored to ensure improvement and/or resolution
- How often will the effectiveness of the action be monitored